

## Here's How We Can Help

- Provide information and education on homeless services.
- Explain your rights and responsibilities while in shelter and in the community.
- Address unresolved grievances or dissatisfied outcomes with DHS and shelter providers on your behalf.
- Mediation and conflict resolution.
- Explain rental assistance programs and eligibility criteria.
- Provide prevention and aftercare support.
- Provide general assistance and communication facilitation, including service referrals and connections to other City agencies and community services.

*Please note, our office does not make a determination on shelter transfer requests.*

## Contact Information



### EMAIL

[Ombudsman@dss.nyc.gov](mailto:Ombudsman@dss.nyc.gov)



### CALL

Shelter Hotline:

**(718) 291-4141**

24-hours, 7 days a week

Office of the Ombudsman:

**(800) 994-6494**

Monday - Friday

9:00 AM to 5:00 PM



### VISIT

**109 E 16<sup>th</sup> Street, 8<sup>th</sup> Floor**

**New York, NY 10003**

Monday - Friday

9:00 AM to 4:00 PM



**Department of  
Homeless Service**  
Department of  
Social Services

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# Office of the Ombudsman



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[What is the Office  
of the Ombudsman?](#)

[Contact the Office  
of the Ombudsman](#)

[More Resources](#)

[How We Can Help](#)



**Department of  
Homeless Service**  
Department of  
Social Services

# What is the Office of the Ombudsman?

## The Office of the Ombudsman supports individuals and families experiencing homelessness in New York City by:

- Providing a supportive client experience through effective and compassionate listening, and timely client-focused case management.
- Assisting clients on their path to fairer access to essential resources.
- Improving the client's quality of life while in shelter.
- Advocating for the client to have a meaningful role in the decision-making processes that affect their life.

## Contact the Office of the Ombudsman



### EMAIL US

You can email issues and concerns to us any time at [Ombudsman@dss.nyc.gov](mailto:Ombudsman@dss.nyc.gov).



### CALL US

You can talk with us over the phone.

- Call the Shelter Hotline at **(718) 291-4141** or dial **311** to report shelter complaints or request repairs. Staff members are available 24 hours, 7 days a week.
- Call the Office of the Ombudsman at **(800) 994-6494** to discuss your situation with a staff member. Staff members are available Monday through Friday, from 9:00 AM to 5:00 PM. Messages left at this number will be returned by a staff member during business hours.



### VISIT US

You can meet with a staff member at our office to discuss your situation. Staff is available Monday through Friday, from 9:00 AM to 4:00 PM.

## More Resources

### Advocates for Children of New York (AFC)

- (212) 947-9779

### Coalition for the Homeless

- (212) 776-2000

### Mayor's Office of Immigrant Affairs (MOIA)

- (212) 788-7654

### NYC 311

- Dial 311



### NYC Administration for Children's Services (ACS)

- Dial 911 in an emergency
- (877) KIDS-NYC [(877) 543-7692]
- Office of Advocacy (212) 676-9421

### NYC Commission on Human Rights (CHR)

- (718) 722-3131

### NYC Department for the Aging (DFTA)

- Dial 311 (Request a Social Service Specialist)

### NYC Department of Veterans' Services (DVS)

- (833) VETS-NYC [(833) 838-7692]

### NYC Department of Youth and Community Development (DYCD) Youth Connect

- (800) 246-4646

### NYC Human Resources Administration (HRA)

- Business Link (877) 585-JOBS [(877) 585-5627]
- Infoline (718) 557-1399

### Safe Horizon Hotline (Domestic Violence)

- Dial 911 in an emergency
- (800) 621-HOPE [(800) 621-4673]